



PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

McIlwaine, et al.

Serial No.: 10/602,804

Filed: June 24, 2003

For: Method and System for Scheduled
Delivery of Training to Call Center
Agents

) Art Unit: 3713

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. A copy of each cited item is enclosed.

The citation of this information does not constitute an admission of priority or that any cited item is available as a reference, or a waiver of any right the applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

Respectfully submitted,

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K&S Docket: 07117.105014
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I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on March 10, 2004.

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<p style="text-align: center;">U. S. Patent and Trademark Office List of Information Disclosed by Applicant <i>(Use several sheets if necessary)</i></p>							
ATTY. DOCKET NO. 07117.10501 PCT & TRADEMARK OFFICE		SERIAL NO. 10/602,804		FILING DATE June 24, 2003			
APPLICANT McIlwaine et al.				GROUP 3713			
U.S. PATENT DOCUMENTS							
EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME		CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
AA	6,628,777 B1	9/30/2003	McIlwaine et al.				11/16/1999
AB							
AC							
AD							
AE							
AF							
AG							
AH							
AI							
AJ							
AK							
AL							
AM							
FOREIGN PATENT DOCUMENTS							
	DOCUMENT NUMBER	DATE	COUNTRY	NAME		TRANSLATION YES NO.	
AN							
AO							
OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)							
AP							
AQ							
EXAMINER				DATE CONSIDERED			
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